

July 12, 2017

**VIA ELECTRONIC FILING**

The Honorable Jocelyn G. Boyd  
Chief Clerk/Administrator  
**Public Service Commission of South Carolina**  
101 Executive Center Drive, Suite 100  
Columbia, South Carolina 29210

RE: Consolidation of South Carolina Electric & Gas Company's Business  
Offices  
NDI-2017-\_\_\_\_-E/G

Dear Ms. Boyd:

The purpose of this letter is to inform the Public Service Commission of South Carolina ("Commission") of certain operational changes that South Carolina Electric & Gas Company ("SCE&G" or "the Company") will make concerning its local business offices located in East Columbia, Flora Street, North Augusta, and Aiken, South Carolina ("Company Business Offices"). The Company herein advises the Commission that it will consolidate the Company Business Offices, which service both electric and natural gas customers, due to declining customer utilization of these facilities as a result of changing customer preferences, payment practices, and technology.<sup>1</sup> More specifically, on or about October 2, 2017, SCE&G plans to consolidate its East Columbia and Flora Street Business Offices at the Flora Street Business Office, and on or about February 5, 2018, the Company plans to also consolidate its Aiken and North Augusta Business Offices at a new business office located in Aiken County approximately halfway between the two existing offices. Any inconvenience to the Company's customers resulting from the consolidation of the Company Business Offices will be mitigated by the availability of other authorized payment centers and the ability of customers to establish deferred payment plans telephonically.

SCE&G continuously evaluates its operations for improvements and efficiencies, which benefits both the Company and its customers. Through the

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<sup>1</sup> No regulations govern the number, location, or closure of the Company's local business offices, see Order No. 2014-682, dated August 6, 2014, Docket No. 2014-272-E.

(Continued . . . )

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consolidation of the Company Business Offices, SCE&G is refocusing its resources where they will provide the greatest customer benefit. Operations personnel in these areas will continue to meet our customers' service and repair needs.

If you have any questions or concerns, please do not hesitate to contact us.

Very truly yours,



Matthew W. Gissendanner

MWG/kms

cc: C. Dukes Scott, Esquire  
Nanette S. Edwards, Esquire  
Dawn Hipp  
Jeffrey M. Nelson, Esquire  
(all via electronic and U.S. First Class Mail)